

## Article - State Government

[\[Previous\]](#)[\[Next\]](#)

§10–1103.

(a) Each State department, agency, or program listed or identified under subsection (c) of this section shall take reasonable steps to provide equal access to public services for individuals with limited English proficiency.

(b) Reasonable steps to provide equal access to public services include:

(1) the provision of oral language services for individuals with limited English proficiency, which must be through face-to-face, in-house oral language services if contact between the agency and individuals with limited English proficiency is on a weekly or more frequent basis;

(2) (i) the translation of vital documents ordinarily provided to the public into any language spoken by any limited English proficient population that constitutes 3% of the overall population within the geographic area served by a local office of a State program as measured by the United States Census; and

(ii) the provision of vital documents translated under item (i) of this item on a statewide basis to any local office as necessary; and

(3) any additional methods or means necessary to achieve equal access to public services.

(c) The provisions of this section shall be fully implemented according to the following schedule:

(1) on or before July 1, 2003, full implementation by:

(i) the Department of Human Services;

(ii) the Maryland Department of Labor;

(iii) the Maryland Department of Health;

(iv) the Department of Juvenile Services; and

(v) the Workers' Compensation Commission;

(2) on or before July 1, 2004, full implementation by:

- (i) the Department of Aging;
- (ii) the Department of Public Safety and Correctional Services;
- (iii) the Department of Transportation, not including the Maryland Transit Administration;

- (iv) the Commission on Civil Rights;

- (v) the Department of State Police; and

- (vi) five independent agencies, boards, or commissions, to be determined by the Secretary of Human Services, in consultation with the Office of the Attorney General;

(3) on or before July 1, 2005, full implementation by:

- (i) the Comptroller of Maryland;

- (ii) the Department of Housing and Community Development;

- (iii) the Maryland Transit Administration;

- (iv) the Department of Natural Resources;

- (v) the Maryland State Department of Education;

- (vi) the Office of the Attorney General; and

- (vii) five independent agencies, boards, or commissions to be determined by the Secretary of Human Services, in consultation with the Office of the Attorney General; and

(4) on or before July 1, 2006, full implementation by:

- (i) the Department of Agriculture;

- (ii) the Department of Commerce;

- (iii) the Department of Veterans Affairs;

- (iv) the Department of the Environment; and

(v) five independent agencies, boards, or commissions to be determined by the Secretary of Human Services, in consultation with the Office of the Attorney General.

[\[Previous\]](#)[\[Next\]](#)